AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application:

1.   (Currently Amended) A distributed computer system comprising:

a first main system and a second main system, both to execute applications in cooperation with a human user; and

a service system to evaluate problems in the first and second main systems, the service system comprising:

a service module <u>configured</u> to collect problem related data from the main systems<u>, the problem related data representing a problem identified about data in at least one of the first or second main systems;</u>[[,]]

an acquisition module <u>configured</u> to acquire knowledge representations<u>,</u> the knowledge representations defining solution identification rules;</u>[[,]]

a knowledge module <u>configured</u> to store the knowledge representations<u>;</u>[[,]] and

an inference module <u>configured to process</u> ~~for processing~~ problem related data with knowledge representations in a sequential order, to identify solutions and forward<u>,</u> ~~the inference module forwarding~~ the solutions through the service module to the main systems<u>, wherein the identified solutions are applied to solve the problems, and wherein the first and second main systems have first and second auxiliary systems, respectively, with auxiliary knowledge representations</u>

to evaluate problems in at least one of the first or second main systems and to
escalate problem evaluation to the service system.

2.   (Cancelled)

3.   (Currently Amended) The computer system of claim [[2]] 1, wherein the
knowledge representations in the service system are enhanced in comparison to the
auxiliary knowledge representations in the first and second auxiliary systems.

4.   (Original) The computer system of claim 3, wherein the knowledge
representations are enhanced in volume, actuality and complexity.

5.   (Currently Amended) The computer system of claim [[2]] 1, wherein the
first and second auxiliary systems forward problem data to the service system after
preliminary data analysis by processing with the auxiliary knowledge representations.

6.   (Currently Amended) The computer system of claim [[2]] 1, wherein the
service[[s]] system updates the auxiliary knowledge representations in the first and
second auxiliary systems.

7.   (Currently Amended) The computer system of claim [[2]] 1, wherein the
first and second service auxiliary systems each have a service module to collect
problem related data from the main systems, an acquisition module to acquire
knowledge representations, a knowledge module to store the knowledge
representations, and an inference module for processing problem related data with
knowledge representations to identify solutions, the inference module for selectively

forwarding the solutions through the service module to the main systems and forwarding data to the service system.

8.   (Original) The computer system of claim 1, wherein the inference module applies the knowledge representations for both main systems and distinguishes version differences of the main systems by looking up in a check lexicon.

9.   (Currently Amended) A method for solving a problem in at least one main computer system by expert systems, comprising:

detecting the problem in the main system;

processing problem related data with a first set of knowledge representations of a first expert system to search for a solution to identify a first set of search results, the problem related data representing a problem identified about data in the main system, and the first set of knowledge representations defining solution identification rules;

depending on processing results, selectively solving the problem by the first expert system or forwarding the problem related data together with the first set of search results to a second expert system with a second set of knowledge representations, the first set of knowledge representations defining solution identification rules;

processing the problem related data, the first set of search results and the second set of knowledge representations by the second expert system to search for the solution to identify a second set of search results; and

depending on processing results, selectively solving the problem by the second

expert system or presenting the first and second set of search results ~~of both searches~~

and problem related data to a human.

10.   (Currently Amended) A computer program product stored in a computer-

readable medium comprising program code means for performing the method of claim 9

when the computer program product is run on a computer.

11.   (Cancelled)

12.   (Original) The computer system of claim 1, wherein at least one system

executes an enterprise resource planning application.

13.   (Original) The computer system of claim 1, wherein at least one system is

implemented as an R/3 system.

14.   (New) The computer system of claim 1, wherein an inference module

processes the problem related data with knowledge representations in a dynamic

adaptive order or a hierarchical order.